

## **CLASSIFICATION TITLE- SUB-TITLE**

Training Officer– Senior  
(LMS Administrator)

### **POSITION SUMMARY**

Under the general supervision of the Regional Training Supervisor, this position is responsible for two core functional areas: the administration of the learning management system (LMS) and instructional design. Under LMS administration, this position is responsible for the development and functional maintenance of the LMS (e.g. PeopleSoft ELM) including program maintenance, certification and the maintenance of selected eLearning tools. In addition, this position is also responsible for training and managing the local administrators assigned to complete LMS work in their specific areas. Under instructional design, this position will also contribute to the planning, development, implementation, and evaluation of online training modules and programs. This includes working with agency stakeholders and subject matter experts in order to determine appropriate training content. This position works across agency divisions as well as with other state agencies and outside vendors to facilitate the effective use of instructional technologies in the development of training curriculum.

### **TIME %    GOALS AND WORKER ACTIVITIES**

- 60%    A. Development, maintenance and administration of the Learning Management System(s) (LMS).
- A1. Design and configure the LMS structure to meet overall business needs and requirements.
  - A2. Work with the contractual consultants to identify and to resolve functionality issues with the LMS.
  - A3. Troubleshoot issues or problems with the LMS and implement solutions, including testing, researching and resolving functionality issues.
  - A4. Manage assignments dealing with the routine/daily operation, use and configuration of the LMS to ensure staff training documentation is complete and accurate.
  - A5. Provide LMS training and support to staff and local LMS administrators.
  - A6. Administer and respond to the LMS shared inbox.
  - A7. Oversee the uploading of information to the LMS to ensure timeliness and accuracy. Assist in transitioning data into new platforms.
  - A8. Configure and maintain role security settings in the LMS per security requirements.
  - A9. Consult with information technology services on eLearning and LMS requirements to ensure compatibility with technology infrastructure.
  - A10. Provide updates to the Training Director and management on issues and successes with the LMS.
  - A11. Conduct research and testing to recommend other functionality available in the LMS, including identifying and communicating opportunities for process and quality improvements.

- A12. Provide consultation and technical assistance regarding the LMS to staff and leadership as needed.
- A13. Respond to requests from department management on data/user reporting in the LMS.
- A14. Administer and manage the contractor registration system.
- A15. Lead efforts to develop and distribute LMS-related support documentation, such as job aids and other materials.
- A16. Track, compile and distribute information related to key performance metrics as requested.

B. Instructional design and management of eLearning projects.

30%

- B1. Use eLearning software to develop online training modules and accompanying materials. Deploy modules in the LMS.
- B2. Contribute to the planning, development and implementation of online training programs and modules. Collaborate with subject matter experts and agency stakeholders to develop lesson plans/training scripts, course content and instruction plans.
- B3. Provide quality control of staff development programs/curricula currently in existence to determine whether present needs are being met and whether modifications are needed.
- B4. Research and develop alternative methods of curriculum delivery, including online, multi-media, tutorials, and blended training. Stay current on trends in the industry to provide ongoing recommendations and support.
- B5. Manage tracking of course revisions and history, including maintaining a learning library and archive of online training resources and courses.
- B6. Develop and use evaluations, surveys and/or focus groups to assess the adequacy of commonly available eLearning tools.
- B7. Determine and recommend purchase of prepackaged eLearning content based on conducted needs assessments.

5%

C. Promote, inform and educate staff, stakeholders, agency partners and leadership on the use of LMS and eLearning capabilities and opportunities.

- C1. Train learners, trainers and paid training consultants on the appropriate use of eLearning and the LMS.
- C2. Educate customers, including learners, trainers, administrators and agency partners, on the advantages and potential of using eLearning and the LMS.
- C3. Use creative marketing techniques to inform staff of eLearning opportunities.
- C4. Package eLearning products to enhance their usability by trainers and trainees.
- C5. Evaluate and monitor performance of eLearning activities to aid in possible updates and future developments.

C6. Give presentations on the benefits and use of eLearning at conferences, meetings, etc.

5% D. Provide assistance to the Regional Training Supervisor.

D1. Consult with Division Administrators, management and other appropriate personnel to identify additional training needs.

D2. Monitor training records procedures and report concerns and corresponding solutions to the Regional Training Supervisor.

D3. Serve as a representative on committees and planning boards charged with LMS implementation/functionality and eLearning projects.

D4. Track, document and communicate ongoing progress of projects to Regional Training Supervisor.

D5. Other duties as assigned.

#### **JOB KNOWLEDGE, SKILLS & ABILITIES**

1. Knowledge of learning management system administration.
2. Knowledge of course management system software and other instructional/learning software, including course development software such as Articulate 360, Camtasia, etc.
3. Knowledge of program administration.
4. Knowledge of the principles, practices, techniques and methods of adult education and employee training, including adult learning theory, needs assessments, curriculum planning and evaluation.
5. Knowledge eLearning/instructional principles and design.
6. Knowledge of multimedia instructional design principles, methodologies and best practices.
7. Knowledge of instructional technology best practices and online learning industry standards.
8. Skill in using Microsoft Office Suite and PowerPoint.
9. Skill in Project Management.
10. Ability to organize, prioritize and manage changes and varied assignments.
11. Ability to communicate effectively in both written and verbal form.
12. Ability to problem solve.
13. Ability to develop positive working relationships with trainees, peers and administrative/management personnel.
14. Ability to take initiative and to be proactive.
15. Ability to learn quickly, adapt and implement new advances in the field.
16. Ability to work independently and with groups.